



NSSC News...Nov 12, 2004

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NSSC Vision: Unparalleled Service

NSSC Mission: "To provide timely, accurate, high quality, cost effective and customer focused support for selected NASA business and technical services."

Communicating about NSSC

One of the hallmarks of effective change is clear and concise communication. During our Center visits we have heard consistently that people want to hear relevant and focused messages about the NSSC approach and impact. Refining our message to a few key points is critical, however, it can be challenging because of the complexities associated with implementing the NSSC.

Given the need to continue to clarify our message, the Agency Transition Team has been working on our vision and key messages over the past several weeks. Most recently we meet to develop a standard, agreed upon message about the NSSC that we are calling our "Elevator Speech" because it is short and crisp. We are passing this along so you can use this language as you communicate about NSSC.

We brainstormed three primary components:

- What are we doing? What is NSSC?
- How are we doing it?
- How does it impact/benefit the Agency/Center?

Our elevator speech, pass it on...

We are implementing a Shared Services Center that consolidates certain activities in Financial Management, Procurement, IT and HR into one new Center opening Oct 1, 2005. The NSSC's vision is to provide "Unparalleled Service" which we will measure and report to our customers.

Developing and implementing the NSSC has been a team-based effort since it originated in 2001 with employees from all Centers participating. The transition of work to NSSC has been methodically scheduled over a 3-year period and includes both inherently governmental and commercial activities. Currently the commercial activity portion of the work is being competed.

The reason the Agency is implementing the NSSC is to provide outstanding service to customers. Additionally by consolidating services and optimizing processes Center's can redirect resources to meet mission requirements.

Next Center Transition Team ViTS

November 29: 3:00 – 4:30 p.m. EST

Procurement Team update

The Procurement Transition Team will be meeting at Ames Research Center on November 17th and 18th.

The primary purpose of the meeting is to review the draft NSSC procurement process flow charts that were drafted by Subject Matter Experts at NASA Centers and Headquarters. The goal is to carefully review the flow charts, capture best practices, streamline activities and agree upon processes in order to maximize the efficiency of the NSSC. The Procurement Team members, representing each Center, will be participating in this review.

The flow charts will be used in several ways: to structure future discussions with the selected Service Provider; to form a basis for training and orientation of NSSC employees; and to design and document future process improvements.

During the November meeting, the team will also hold preliminary discussions regarding IT systems and tools for the NSSC. While awaiting the arrival of the IFM Contract Management Module (CMM), and other tools still in development, the team will review the menu of currently available tools and plan for NSSC readiness to initiate use of selected tools.

Additional discussions will address the NSSC Customer Contact Center and its role in performing and supporting NSSC procurement functions.

The team's next scheduled meeting will be a joint session with the Finance Transition Team at SSC on February 1-3, 2005.

Center Visit Schedule

| ✓ Visits Completed | |
|--------------------|-----------------|
| Sept 22 Glenn | Nov 15 Kennedy |
| Oct 14 Langley | Nov 30 HQ |
| Oct 22 Johnson | Dec 14 Marshall |
| Nov 4 Goddard | Jan 11 Stennis |
| | Jan 19 Ames |
| | Jan 20 Dryden |
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